In the Claims

Claims are amended as follows:

1. (currently amended) A method of directing a contact between an end user terminal and ~~a contact center~~ an agent terminal of a contact center, without the need for operation of the contact center itself; said method comprising:

(i) registering one or more bindings between a network location address of a contact center and one or more addresses of record of said contact center at a node in a communications network;

(ii) ~~recording~~ registering ~~a plurality of associations~~ one or more bindings between a network location addresses of each contact center ~~agents~~ terminal and ~~an address~~ said one or more addresses of record of the contact center at ~~a~~ said node in a communications network, the end user terminal and said contact center agent terminal having access to that communications network;

(iii) prioritising said ~~plurality of associations~~ bindings in an order they are to be used;

(iv) on the basis of ~~the~~ a highest priority one of said ~~plurality of associations~~ bindings, directing a contact between an end user terminal ~~of the contact center~~ and ~~contact center agent~~ a network location address associated with said highest priority one of said bindings and, if this operation fails, making said direction on the basis of ~~the~~ a next highest priority one of said ~~plurality of associations~~ bindings.

2. (currently amended) A method as claimed in claim 1 ~~wherein the direction of contacts between user and agent is otherwise contingent upon operation of the contact center~~ further comprising, prior to directing a contact between an end user terminal and a network location address associated with said highest priority one of said bindings, the step of directing a contact between the end user terminal and the contact center using one of

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said one or more bindings between a network location address of the contact center and the one or more addresses of record of said contact center.

3.   (currently amended) A method as claimed in claim 2 ~~wherein the contingency is provided by~~ further comprising arranging the contact center as either of a back to back user agent and a pass through proxy server.

4.   (currently amended) A method as claimed in claim 1 which further comprises forming a plurality of addresses of record for said contact center, each address of record associated with a contact center agent skillset, and forming ~~an association~~ a binding between each of those addresses of record and said network location ~~details~~ address of said contact center.

5.   (currently amended) A method as claimed in claim 1 which further comprises ~~recording~~ registering at said communications network node ~~an association~~ a binding between ~~an~~ a network location address of a contact center treatment system and ~~location details~~ one of said one or more addresses or record of said contact center.

6.   (currently amended) A method as claimed in claim [[4]] 5 wherein said contact center treatment system is selected from any of an interactive voice response (IVR) system, a music on hold system and a recorded announcement system.

7.   (currently amended) A method as claimed in claim 1 wherein said communications network node at which the plurality of ~~associations~~ bindings are ~~recorded~~ registered is a registrar node operating according to session initiation protocol (SIP).

8.   (original) A method as claimed in claim 1 wherein said communications network is a data communications network selected from a session initiation protocol network, an H.323 network and a voice over internet protocol network.

9.   (original) A communications network arranged to carry out the method of claim 1.

10.   (currently amended) A contact center arranged to ~~generate registration~~ <u>generate registration</u> ~~requests to~~ <u>requests to</u> form a plurality of ~~associations~~ <u>bindings</u> between <u>network</u> <u>location addresses of</u> contact center agent ~~endpoints~~ <u>terminals</u> and ~~an~~ ~~address~~ <u>one or more addresses of record</u> of the contact center itself; said contact center comprising:

   (i)   an input arranged to receive registration requests from the contact center agent ~~endpoints~~ <u>terminals</u>, each registration request comprising information about ~~the~~ <u>a network</u> location <u>address</u> of a <u>respective</u> contact center agent endpoint <u>terminal</u>;

   (ii)   a processor arranged to modify the registration requests by adding <u>address</u> information about the location of the contact center itself;

   (iii) an output arranged to forward the modified registration requests to a registration node in a communications network; and

   (iv)   wherein said processor is further arranged to create additional registration requests and forward those to the registration node such that, for a given <u>one of the one or more</u> address<u>es of record</u> of the contact center, a plurality of registration requests are made, each registration request being to create ~~an association~~ <u>a binding</u> between ~~an~~ <u>a network location</u> address of a contact center agent endpoint <u>terminal</u> and that ~~address~~ <u>one of the</u> <u>one or more addresses of record</u> of the contact center.

11.   (currently amended) A contact center as claimed in claim 10 wherein said processor is further arranged to prioritise ~~those~~ <u>the additional</u> registration requests relating to a particular <u>one of the one or more</u> address<u>es of</u> <u>record</u> of the contact center.

12.   (currently amended) A contact center as claimed in claim 10 wherein said processor is arranged to form a plurality of addresses <u>of record</u> for said contact center, each address associated with a <u>contact center agent</u> skillset.

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13. (currently amended) A contact center as claimed in claim 10 which is either of a pass through proxy server and a back to back user agent with respect to the contact center agent endpoints terminals.

14. (currently amended) A method of forming a plurality of associations bindings between network location addresses of contact center agent endpoints terminals and an address one or more addresses of record of the contact center itself; said method comprising the steps of:

   a) receiving registration requests from the contact center agent endpoints terminals, each registration request comprising information about the a network location address of a respective contact center agent endpoint terminal;

   b) modifying the registration requests by adding address information about the location of the contact center itself;

   c) forwarding the modified registration requests to a registration node in a communications network;

   d) creating additional registration requests and forwarding those to the registration node such that, for a given one of the one or more addresses of record of the contact center, a plurality of registration requests are made, each registration request being to create an association a binding between an a network location address of a contact center agent endpoint terminal and that address one of the one or more addresses of record of the contact center.

15. (currently amended) A method as claimed in claim 14 which further comprises prioritising those the additional registration requests relating to a particular one of the one or more addresses of record of the contact center.

16. (currently amended) A method as claimed in claim 14 which comprises forming a plurality of addresses of record for said contact center, each address associated with a contact center agent skillset.

17. (original) A computer program arranged to control a contact center in order to carry out the method of claim 14.

18. (original) A communications network comprising a contact center as claimed in claim 10.

19. (currently amended) A contact center arranged to generate registration requests to form a plurality of associations bindings between network location addresses of contact center agent endpoints terminals and an address one or more addresses of record of the contact center itself; said contact center comprising:

   a) means for receiving registration requests from the contact center agent endpoints terminals, each registration request comprising information about the a network location address of a respective contact center agent endpoint terminal;

   b) means for modifying the registration requests by adding address information about the location of the contact center itself;

   c) means for forwarding the modified registration requests to a registration node in a communications network; and

   d) means for creating additional registration requests and forwarding those to the registration node such that, for a given one of the one or more addresses of record of the contact center, a plurality of registration requests are made, each registration request being to create an association a binding between an a network location address of a contact center agent endpoint terminal and that address one of the one or more addresses of record of the contact center.

20.(new) A method of directing a contact between an end user terminal and an agent terminal of a contact center, said method comprising:

(i)registering a first binding between a network location address of a contact center and an address of record of said contact center at a node in a communications network;

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(ii)registering a second binding between a network location address of a contact center agent terminal and said address of record of the contact center at said node in a communications network, the end user terminal and said contact center agent terminal having access to that communications network;

(iii)directing a contact between said end user terminal and said contact center using said first binding and, if this operation fails, directing said contact between said end user terminal and said contact center agent terminal using said second binding.